

Mayo Clinic Health System - Franciscan Medical Center, Inc. DBA: Mayo Clinic Health System - Franciscan Healthcare, 700 West Avenue South, La Crosse, WI

# Accreditation Quality Report









Welcome to the Joint Commission's Quality Report. We know how important reliable information is to you and your family when making health care decisions. This Quality Report will help you make the right decisions to meet your needs. Since 1951, the Joint Commission has been the national leader in setting standards for health care organizations. When a health care organization seeks accreditation, it demonstrates commitment to giving safe, high quality health care and to continually working to improve that care.

The Quality Report is only one way to determine whether a health care organization can meet your needs. Discuss this report with your doctor or with other professional acquaintances before making a care decision. In addition to the accreditation status of the organization, the Quality Report uses checks, pluses, and minuses in each of the following key areas to help you compare a health care organization with similar accredited organizations.

- National Patient Safety Goals safety guidelines that target the prevention of medical errors such as surgery on the wrong side of the body and safe medication use.
- National Quality Improvement Goals measures the care of patients with specific conditions such as heart failure or pregnancy.

Not all measures are relevant to or available for all types of health care organizations. The Joint Commission will add relevant measures of health care quality as more measures become available. Your comments are just as important to us. The content and format of the Quality Report will be updated from time to time based on changes in the health care industry and your suggestions. Please call Customer Service at 630-792-5800 or e-mail the Joint Commission at qualityreport@jointcommission.org with your comments and suggestions.

Mark R. Chassin, MD, MPP, MPH President of the Joint Commission

DBA: Mayo Clinic Health System - Franciscan Healthcare, 700 West Avenue South, La Crosse, WI





## **Summary of Quality Information**

Accreditation Programs	Accreditation Decision	Effective Date	Last Full Survey Date	Last On-Site Survey Date
🧼 Behavioral Health Care	Accredited	3/15/2018	3/14/2018	3/14/2018
🎯 Critical Access Hospital	Accredited	3/16/2018	3/15/2018	4/25/2018
🥝 Home Care	Accredited	3/16/2018	3/15/2018	3/15/2018
🮯 Hospital	Accredited	3/17/2018	3/16/2018	4/25/2018

## Accreditation programs recognized by the Centers for Medicare and Medicaid Services (CMS)

Critical Access Hospital

Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS)

Mayo Clinic Health System - Franciscan Medical Center, Inc.

700 West Avenue South, Suite 102, La Crosse, WI. 54601

Advanced Certification	<b>Certification Decision</b>	Effective	Last Full Review	v Last On-Site
Programs		Date	Date	<b>Review Date</b>
Primary Stroke Center	Certification	7/14/2018	7/13/2018	7/13/2018

#### **Other Accredited Programs/Services**

Hospital (Accredited by American College of Surgeons-Commission on Cancer (ACoS-COC))

#### **Special Quality Awards**

2012 Top Performer on Key Quality Measures® 2014 ACS National Surgical Quality Improvement Program

		Compared to other Joint Commission Accredited Organizations	
		Nationwide Statewide	
Behavioral Health Care	2018National Patient Safety Goals	Ø	

The Joint Commission only reports measures endorsed by the National Quality Forum.

Hospital

Advanced Certification	Certification Decision	Effective	Last Full Review	v Last On-Site
Programs		Date	Date	Review Date
🥝 Primary Stroke Center	Certification	7/14/2018	7/13/2018	7/13/2018

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overall result.

Footnote Key

1. The Measure or Measure Set was not

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individual data elements or awaiting

National Quality Forum Endorsement. 11. There were no eligible patients that met the denominator criteria.

**10.** Test Measure: a measure being evaluated for reliability of the

For further information and explanation of the **Quality Report contents,** refer to the "Quality Report User Guide."

Disclosure Threshold rule. 5. The organization scored above 90% but was below most other organizations. 6. The Measure results are not statistically

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## **Summary of Quality Information**

		Compared to other Joint Commission Accredited Organizations	
		Nationwide	Statewide
Critical Access Hospital	2018National Patient Safety Goals	Ø	<u>نه</u> *
Home Care	2018National Patient Safety Goals	${}^{\oslash}$	<b>*</b>
Hospital	2018National Patient Safety Goals	Ø	
Ī	National Quality Improvement Goals:		
Reporting Period:	Emergency Department		<b>(10)</b> <sup>2</sup>
Jan 2017 - Dec 2017	Immunization	2 <sup>2</sup>	<b>1</b>
	Perinatal Care	2 <sup>2</sup>	<b>№</b> <sup>2</sup>

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•••	Not displayed

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	reported.

- 2. The Measure Set does not have an overall result.
- **3.** The number of patients is not enough for comparison purposes.
- 4. The measure meets the Privacy Disclosure Threshold rule.
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- **11.** There were no eligible patients that met the denominator criteria.

DBA: Mayo Clinic Health System - Franciscan Healthcare, 700 West Avenue South, La Crosse, WI



Locations of Care	Available Services	
Gerard Hall DBA: Gerard Hall 940 Division Street La Crosse, WI 54601	Services: • Behavioral Health (Residential Care - Adult) • Community Integration (Non 24 Hour Care)	
Mayo Clinic Health System - Franciscan Healthcare DBA: Franciscan Healthcare-Sparta 310 West Main Street Sparta, WI 54656	<ul> <li>Services:</li> <li>Acute Care</li> <li>CT Scanner (Imaging/Diagnostic Services)</li> <li>Ear/Nose/Throat Surgery (Surgical Services)</li> <li>Gl or Endoscopy Lab (Imaging/Diagnostic Services)</li> <li>Mammography (Imaging/Diagnostic Services)</li> <li>Mammography (Imaging/Diagnostic Services)</li> <li>Mammography (Imaging/Diagnostic Services)</li> <li>Medical /Surgical Unit (Inpatient)</li> <li>Ophthalmology (Surgical Services)</li> <li>Medical /Surgical Unit (Inpatient)</li> <li>Ophthalmology (Surgical Services)</li> </ul>	
Mayo Clinic Health System - Franciscan Medical Center, Inc DBA: Franciscan Healthcare - Arcadia 895 Dettloff Drive Arcadia, WI 54612	<ul> <li>Services:</li> <li>Behavioral Health (Non 24 Hour Care - Adult)</li> <li>Chemical Dependency (Non 24 Hour Care - Adult) (Non-detox - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>	
Mayo Clinic Health System - Franciscan Medical Center, Inc. DBA: Franciscan Healthcare - La Crosse 800 West Avenue South La Crosse, WI 54601-4783	<ul> <li>Services:</li> <li>Behavioral Health (Non 24 Hour Care - Adult/Child/Youth)</li> <li>Chemical Dependency (Non 24 Hour Care - Adult) (Non-detox - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>	
Mayo Clinic Health System - Franciscan Medical Center, Inc. DBA: Franciscan Healthcare - Onalaska 191 Theatre Road Onalaska, WI 54650-8679	<ul> <li>Services:</li> <li>Behavioral Health (Non 24 Hour Care - Adult/Child/Youth)</li> <li>Chemical Dependency (Non 24 Hour Care - Adult) (Non-detox - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>	

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Locations of Care	Available Services	
Mayo Clinic Health System - Franciscan Medical Center, Inc. DBA: Franciscan Healthcare - Sparta 310 West Main Street Sparta, WI 54656-2170	Services: • Addiction Care/Adult) (Non-detox - Adult) • Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) • Chemical Dependency (Day Programs - Adult) (Non 24 Hour Care - Adult/Child/Youth) (Partial - Adult) (Non-detox - Adult) • Community Integration (Non 24 Hour Care) • Outpatient Clinics (Outpatient)	
Mayo Clinic Health System - Franciscan Medical Center, Inc. DBA: Men's Recovery House 1005 Jackson Street La Crosse, WI 54601	<ul> <li>Services:</li> <li>Behavioral Health (Residential Care - Adult)</li> <li>Chemical Dependency (Residential Care - Adult) (Non-detox - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> </ul>	
Mayo Clinic Health System - Franciscan Medical Center, Inc. DBA: Mayo Clinic Store - La Crosse 700 West Avenue South, Suite 102 La Crosse, WI 54601	<ul> <li>Services:</li> <li>Canes and Crutches</li> <li>Commodes</li> <li>Continuous Passive Motion (CPM) Device</li> <li>Continuous Positive Airway Pressure</li> <li>Custom Orthoses Fabricated</li> <li>Durable Medical Equipment</li> <li>Heat/Cold Applications</li> <li>Hospital Beds - Electric</li> <li>Hospital Beds - Electric</li> <li>Hospital Beds - Manual</li> <li>Nebulizers Equipment</li> <li>Off The Shelf Orthoses</li> <li>Ostomy Supplies</li> <li>Oxygen</li> <li>Patient Lifts and Accessories</li> <li>Prosthetics (Home Medical Equipment)</li> <li>Prosthetics (Home Medical Equipment)</li> <li>Respiratory Assist Devices</li> <li>Respiratory Assist Devices</li> <li>Respiratory Assist Devices</li> <li>Suction Pump</li> <li>Surgical Dressings</li> <li>Traction Equipment</li> <li>Ultaviolet Light Devices</li> <li>Urological Supplies</li> <li>Walkers, Canes and Crutches</li> <li>Wheelchair Seating / Cushions</li> </ul>	
Mayo Clinic Health System - Franciscan Medical Center, Inc. DBA: Franciscan Healthcare - Occupational Health Clinic 630 10th Street South La Crosse, WI 54601	Services: • Outpatient Clinics (Outpatient)	
Mayo Clinic Health System - Franciscan Medical Center, Inc. DBA: Women's Recovery House 518 S 10th Street La Crosse, WI 54601	<ul> <li>Services:</li> <li>Behavioral Health (Residential Care - Adult)</li> <li>Chemical Dependency (Residential Care - Adult) (Non-detox - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> </ul>	

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* Primary Location	
Locations of Care	Available Services
Mayo Clinic Health System - Franciscan Medical Center, Inc. DBA: Franciscan Healthcare at Belle Square 232 3rd Street North Suite 100 La Crosse, WI 54601 Mayo Clinic Health System - Franciscan Medical Center, Inc. DBA: Franciscan Healthcare - Sparta 400 Jefferson Ave. Sparta, WI 54656	Services: • Outpatient Clinics (Outpatient) Services: • Outpatient Clinics (Outpatient)
Mayo Clinic Health System - Franciscan Medical Center, Inc. DBA: Franciscan Healthcare - La Crosse 212 South Eleventh Street La Crosse, WI 54601-4783	Services: • Addiction Care/Adult) (Non-detox - Adult) • Behavioral Health (Non 24 Hour Care - Adult/Child/Youth) • Chemical Dependency (Day Programs - Adult) (Non 24 Hour Care - Adult/Child/Youth) (Partial - Adult) (Non-detox - Adult) • Peer Support (Non 24 Hour Care)

DBA: Mayo Clinic Health System - Franciscan Healthcare, 700 West Avenue South, La Crosse, WI



## **Locations of Care**

#### \* Primary Location

* Primary Location	
Locations of Care	Available Services
Mayo Clinic Health System - Franciscan Medical Center, Inc. * DBA: Franciscan Healthcare - La Crosse 700 West Avenue, South La Crosse, WI 54601-4783	<ul> <li>Joint Commission Advanced Certification Programs:</li> <li>Primary Stroke Center</li> <li>Services: <ul> <li>Brachytherapy (Imaging/Diagnostic Services)</li> <li>Cardiac Catheterization Lab (Surgical Services)</li> <li>CT Scanner (Imaging/Diagnostic Services)</li> <li>Dialysis Unit (Inpatient)</li> <li>Ear/Nose/Throat Surgery (Surgical Services)</li> <li>Dialysis Unit (Inpatient)</li> <li>Ear/Nose/Throat Surgery (Surgical Services)</li> <li>Gastroenterology (Surgical Services)</li> <li>G of Endoscopy Lab (Imaging/Diagnostic Services)</li> <li>G of Endoscopy Lab (Imaging/Diagnostic Services)</li> <li>G of Endoscopy Lab (Imaging/Diagnostic Services)</li> <li>G of Endoscopy Lab (Imaging/Diagnostic Services)</li> <li>G or Endoscopy Lab (Imaging/Diagnostic Services)</li> <li>G or Endoscopy Lab (Imaging/Diagnostic Services)</li> <li>Gynecological Surgery (Surgical Services)</li> <li>Gynecology (Inpatient)</li> <li>Hematology/Oncology Unit (Inpatient Unit (Inpatient)</li> <li>Interventional Radiology (Imaging/Diagnostic Services)</li> <li>Labor &amp; Delivery (Inpatient)</li> <li>Labor &amp; Delivery (Inpatient)</li> <li>Magnetic Resonance Imaging (Imaging/Diagnostic Services)</li> <li>Mammography (Imaging/Diagnostic Services)</li> <li>Mammography (Imaging/Diagnostic Services)</li> <li>Mammography (Imaging/Diagnostic Services)</li> <li>Medical /Surgical Unit (Inpatient)</li> <li>Medical ICU (Intensive Care Unit)</li> </ul></li></ul>
Mayo Clinic Health System - Franciscan Medical Center, Inc. DBA: Franciscan Healthcare - Holmen 1303 Main Street South Holmen, WI 54636-8927	<ul> <li>Services:</li> <li>Behavioral Health (Non 24 Hour Care - Adult/Child/Youth)</li> <li>Chemical Dependency (Non 24 Hour Care - Adult) (Non-detox - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>

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Org ID: 7650



* Primary Location	
Locations of Care	Available Services
Mayo Clinic Health System - Franciscan Medical Center, Inc. DBA: Franciscan Healthcare - La Crescent 524 North Elm Street La Crescent, MN 55947-1027	Services: <ul> <li>Outpatient Clinics (Outpatient)</li> </ul>
Mayo Clinic Health System - Franciscan Medical Center, Inc. DBA: Franciscan Healthcare - Caledonia 701 North Sprague Street Caledonia, MN 55921-1066	Services: <ul> <li>Outpatient Clinics (Outpatient)</li> </ul>
Mayo Clinic Health System - Franciscan Medical Center, Inc. DBA: Franciscan Healthcare - Prairie Du Chien 800 East Blackhawk Avenue Prairie Du Chien, WI 53821-1698	<ul> <li>Services:</li> <li>Behavioral Health (Non 24 Hour Care - Adult/Child/Youth)</li> <li>Chemical Dependency (Non 24 Hour Care - Adult/Child/Youth) (Non-detox - Adult)</li> <li>Community Integration (Non 24 Hour Care)</li> <li>Outpatient Clinics (Outpatient)</li> </ul>
Mayo Clinic Health System - Franciscan Medical Center, Inc. DBA: Franciscan Healthcare - Waukon 105 East Main Street Waukon, IA 52172-1735	Services: <ul> <li>Outpatient Clinics (Outpatient)</li> </ul>
Mayo Clinic Health System - Franciscan Medical Center, Inc. DBA: Franciscan Healthcare - Tomah 325 Butts Avenue Tomah, WI 54660-1412	Services: • Outpatient Clinics (Outpatient)

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## **2018 National Patient Safety Goals**

### **Behavioral Health Care**

Safety Goals	Organizations Should	Implemented
Improve the accuracy of the identification of individuals served.	Use of Two Identifiers	Ø
Improve the safety of using medications.	Reconciling Medication Information	Ø
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	Ø
The organization identifies safety risks inherent in the population of the individuals it serves.	Identifying Individuals at Risk for Suicide	Ø

#### Symbol Key

The organization has met the National Patient Safety Goal.
 The organization has not met the National Patient Safety Goal.
 The Goal is not applicable for this organization.

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## **2018 National Patient Safety Goals**

### **Critical Access Hospital**

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	Ø
	Eliminating Transfusion Errors	$\bigcirc$
Improve the effectiveness of communication among caregivers.	Timely Reporting of Critical Tests and Critical Results	Ø
Reduce the harm associated with clinical alarm systems.	Use Alarms Safely on Medical Equipment	Ø
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	Ø
	Preventing Multi-Drug Resistant Organism Infections	$\bigcirc$
	Preventing Central-Line Associated Blood Stream Infections	$\bigcirc$
	Preventing Surgical Site Infections	000000000000000000000000000000000000000
	Preventing Catheter-Associated Urinary Tract Infection	$\bigcirc$
Universal Protocol	Conducting a Pre-Procedure Verification Process	$\bigotimes$
	Marking the Procedure Site	$\bigcirc$
	Performing a Time-Out	$\bigcirc$

#### Symbol Key

The organization has met the National Patient Safety Goal.
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 The Goal is not applicable for this organization.

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## **2018 National Patient Safety Goals**

### **Home Care**

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	Ø
Improve the safety of using medications.	Reconciling Medication Information	Ø
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	Ø
Reduce the risk of patient harm resulting from falls.	Implementing a Fall Reduction Program	Ø
The organization identifies safety risks inherent in its patient population.	Identifying Risks Associated with Home Oxygen	Ø

#### Symbol Key

The organization has met the National Patient Safety Goal.
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 The Goal is not applicable for this organization.

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## **2018 National Patient Safety Goals**

### Hospital

Safety Goals	Organizations Should	Implemented
Improve the accuracy of patient identification.	Use of Two Patient Identifiers	Ø
	Eliminating Transfusion Errors	$\bigotimes$
Improve the effectiveness of communication among caregivers.	Timely Reporting of Critical Tests and Critical Results	Ø
Improve the safety of using medications.	Labeling Medications	Ø
	Reducing Harm from Anticoagulation Therapy	$\bigotimes$
	Reconciling Medication Information	$\bigotimes$
Reduce the harm associated with clinical alarm systems.	Use Alarms Safely on Medical Equipment	Ø
Reduce the risk of health care-associated infections.	Meeting Hand Hygiene Guidelines	Ø
	Preventing Multi-Drug Resistant Organism Infections	$\bigcirc$
	Preventing Central-Line Associated Blood Stream Infections	<u>ତ</u> ତ
	Preventing Surgical Site Infections	$\bigotimes$
	Preventing Catheter-Associated Urinary Tract Infection	$\bigotimes$
The organization identifies safety risks inherent in its patient population.	Identifying Individuals at Risk for Suicide	Ø
Universal Protocol	Conducting a Pre-Procedure Verification Process	$\bigotimes$
	Marking the Procedure Site	$\bigotimes$
	Performing a Time-Out	Ø

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Org ID: 7650



## **National Quality Improvement Goals**

#### Reporting Period: January 2017 - December 2017

			o other Joint hission
		Accredited C	Organizations
Measure Area	Explanation	Nationwide	Statewide
Emergency Department	This category of evidence based measures assesses the time patients remain in the hospital Emergency Department prior to inpatient admission.	@ <sup>2</sup>	@ <sup>2</sup>

		Compared to other Joint Commission Accredited Organizations				n
		Nationwide Statewide				wide
Measure	Explanation	Hospital Results	Top 10% Scored at Most:	Weighte d Median:	Top 10% Scored at Most:	Weighte d Median:
Admit Decision Time to ED Departure Time for Admitted Patients	The amount of time (in minutes) it takes from the time the physician decides to admit a patient into the hospital from the Emergency Department until the patient actually leaves the ED to go to the inpatient unit.	ND 2 119.00 minutes 546 eligible Patients	55.00	132.00	44.12	72.64
Median Time from ED Arrival to ED Departure for Admitted ED Patients	The amount of time (in minutes) from the time the patient arrives in the Emergency Department until the patient is admitted as an inpatient into the hospital.	223.00 minutes 546 eligible Patients	204.00	317.00	175.70	216.17

The Joint Commission only reports measures endorsed by the National Quality Forum.

This information can also be viewed at www.hospitalcompare.hhs.gov -- Null value or data not displayed.

#### Symbol Key

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 This organization's performance is above the target range/value.
 This organization's performance is similar to the target range/value.
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#### **Footnote Key**

- The Measure or Measure Set was not reported.
- 2. The Measure Set does not have an overall result.
- The number of patients is not enough for comparison purposes.
- 4. The measure meets the Privacy Disclosure Threshold rule.
- 5. The organization scored above 90% but was below most other organizations.
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Org ID: 7650



## **National Quality Improvement Goals**

#### Reporting Period: January 2017 - December 2017

		Compared to other Joint Commission Accredited Organizations	
Measure Area	Explanation	Nationwide	Statewide
Immunization	This evidence-based prevention measure set assesses immunization activity for pneumonia and influenza.	<b>⊘</b> <sup>2</sup>	<b>™</b> <sup>2</sup>

		Compared to other Joint Commission Accredited Organizations				
		N	lationwide		State	wide
Measure	Explanation	Hospital	Top 10%	Average	Top 10%	Average
		Results	Scored	Rate:	Scored	Rate:
			at Least:		at Least:	
Influenza Immunization	This prevention measure addresses acute care hospitalized inpatients age 6 months and older who were screened for seasonal influenza immunization status and were vaccinated prior to discharge if indicated.	92% of 532 eligible Patients	100%	94%	100%	96%

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Org ID: 7650



## **National Quality Improvement Goals**

#### Reporting Period: January 2017 - December 2017

		Compared to other Joint Commission	
		Accredited C	Organizations
Measure Area	Explanation	Nationwide	Statewide
Perinatal Care	This category of evidenced based measures assesses the care of mothers and newborns.	<b>⊘</b> <sup>2</sup>	<b>○</b> <sup>2</sup>

		Compared to other Joint Commission Accredited Organizations				
		Nationwide Statewide				
Measure	Explanation	Hospital Results	Top 10% Scored at Least:	Average Rate:	Top 10% Scored at Least:	Average Rate:
Antenatal Steroids	This measure reports the overall number of mothers who were at risk of preterm delivery at 24-32 weeks gestation receiving antenatal steroids prior to delivering preterm newborns. Antenatal steroids are steroids given before birth.	100% of 18 eligible Patients	100%	98%	100%	99%
Elective Delivery	This measure reports the overall number of mothers who had elective vaginal deliveries or elective cesarean sections at equal to and greater than 37 weeks gestation to less than 39 weeks gestation. An elective delivery is the delivery of a newborn(s) when the mother was not in active labor or presented with spontaneous ruptured membranes prior to medical induction and/or cesarean section.	0% of 61 eligible Patients	0%	2%	0%	2%
Exclusive Breast Milk Feeding	This measure reports the overall number of newborns who are exclusively breast milk fed during the newborns entire hospitalization. Exclusive breast milk feeding is when a newborn receives only breast milk and no other liquids or solids except for drops or syrups consisting of vitamins, minerals, or medicines.	59% of 721 eligible Patients	73%	52%	76%	61%



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